

CLAIMS

1. A vehicle provision support method for performing support using a computer to perform repairs on a vehicle and to provide the vehicle to a customer, comprising causing the computer to execute:

a step of presenting a plurality of repair items to the customer;

a step of accepting selection of repair items of repairs to be performed on the vehicle;

a step of outputting work items needed for the repairs, based on the repair items accepted;

a step of presenting information to the customer, before outputting the work items, the information being used as a judgement criterion for determining whether or not to make the repairs;

a step of accepting judgement which is made by the customer after receiving the information used as the judgement criterion; and

a step of determining whether or not to output the work items needed for the repairs, based on the judgement accepted.

2. A vehicle provision support method according to claim 1, wherein information that contains one of working time needed for the repairs and costs needed for the work is presented in the step of presenting the information used as the judgement criterion.

3. A vehicle provision support method according to claim 1 or 2, wherein the plurality of repair items are divided in advance into groups on a clientele basis and selection of the repair items is

accepted with the group taken as a unit when accepting the selection of the repair items in the step of accepting the selection of the repair items.

4. A vehicle provision support method according to any one of claims 1 to 3, wherein the repairs are performed and the repaired vehicle is delivered to the customer, the computer further executes: a step of acquiring a date on which the vehicle is delivered; a step of computing a fixed date after a predetermined period of time has passed from the vehicle delivery date as a warranty period expiration date; and a step of displaying the computed warranty period expiration date.

5. A vehicle provision support method according to any one of claims 1 to 4, wherein:

the computer is connectable to a database capable of storing repair items accepted in the past and information on customers selecting the repair items in association with each other; and

when the step of presenting the repair items is performed for a new customer, the computer executes: a step of reading in information on the new customer; a step of extracting information on customers which is similar to the information of the new customer; and a step of presenting repair items to the new customer, the repair items being associated with the extracted customer information.

6. A vehicle provision support method according to any one of claims 1 to 5, wherein when a part is to be installed in the vehicle during

the repairs, the computer further executes: a step of accepting a judgement as to whether or not the part is to be installed as a leased item; and a step of computing and presenting costs needed for leasing the part when the part is to be installed as the leased item in the step of accepting the judgement.

7. A vehicle provision support program for causing a computer to execute support for performing repairs on a vehicle, and for providing the vehicle to a customer, the computer executing:

 a step of presenting a plurality of repair items to the customer;

 a step of accepting selection of repair items of repairs to be performed on the vehicle;

 a step of outputting work items needed for the repairs, based on the repair items accepted;

 a step of presenting information to the customer, before outputting the work items, the information being used as a judgement criterion for determining whether or not to make the repairs;

 a step of accepting judgement which is made by the customer after receiving the information used as the judgement criterion; and

 a step of determining whether or not to output the work items needed for the repairs, based on the judgement accepted.

8. A vehicle provision support system for performing support to perform repairs on a vehicle and to provide the vehicle to a customer, comprising:

repair item presentation means for presenting a plurality of repair items of repairs to the customer;

repair item accepting means for accepting selection of repair of repairs to be performed to the vehicle;

work item outputting means for outputting work items needed for the repairs, based on the repair items accepted;

judgement criterion presentation means for presenting information to the customer, before outputting the work items, the information being used as a judgement criterion for determining whether or not to make the repairs;

repair judgement accepting means for accepting judgement which is made by the customer after receiving the information used as the judgement criterion; and

output determination means for determining whether or not to output the work items needed for the repairs, based on the judgement accepted.